



*Washington's Consolidated Technology Services Agency*

# Technology Services Board

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Quarterly Meeting  
June 8, 2021  
9:00 a.m. – 10:35 a.m.

# Agenda

TOPIC	LEAD	PURPOSE	TIME
Welcome and Introductions	Sue Langen	Introductions	9:00
Approve Minutes from March 9 Meeting	Sue Langen	Approval	9:04
Standard 161.07: NG9-1-1 Geospatial Data Standard - <b>Update</b>	Joanne Markert	Updates for approval	9:05
Policy 310 – Statewide Migration to Enterprise Cloud Email Services – <b>New policy</b>	Dan Mercer	New policy approval	9:15
Cloud Program and Enterprise Architecture Updates	Dan Mercer	Updates on cloud and architecture programs	9:30
Legislative Session Report	Derek Puckett	Legislative session report	10:15
Public Comment			10:30

# Current TSB Members

## Industry Members

Butch Leonardson – Retired CIO  
Paul Moulton – Costco

## Legislative Members

Rep. Matt Boehnke – House R  
Sen. Joe Nguyen – Senate D  
Sen. Ann Rivers – Senate R

## Executive Branch (Agency Directors)

Mark Quimby – Acting State CIO & Chair  
David Danner – UTC  
Tracy Guerin – DRS  
Vikki Smith – DOR

## Other Government

Viggo Forde – Snohomish County

### Vacancies:

Industry Representative  
House Democrat  
Labor Union Representative

Members present

Members absent

# Approve 03/09/2021 Minutes

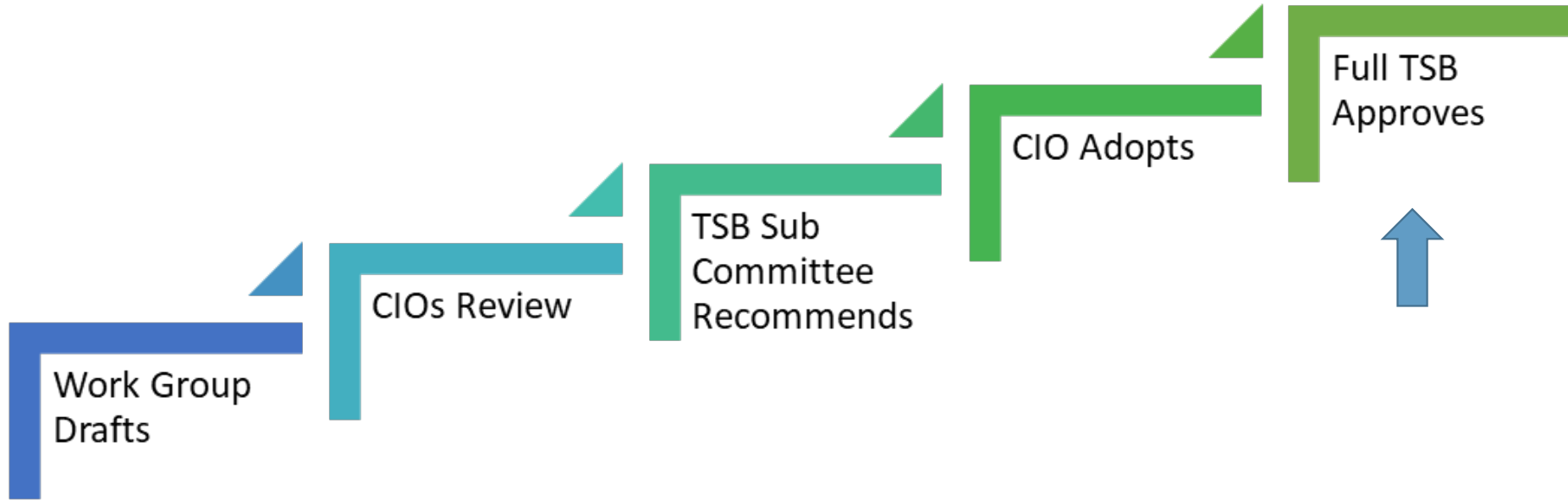
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# Standard 161.07 and Policy 310 Approval

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# Where are we?



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# Standard 161.07 NG9-1-1 Geospatial Data Standard



## Purpose of action

- Approve updates based on sunset review of standard



## Business case

- Refined language and references in the standard to more current information
- [RCW 38.52](#)



## Key objectives

- Realign Washington NG 911 standards with federal requirements
- Have users adopt the latest federal standards



## Strategic alignment

- Supports efficient, effective and accountable government by maintaining consistent standards with federal requirements and across Washington state



## Implementation

- Continue current process and workflows
- Reviewed with potentially impacted stakeholders, local Public Safety Answering Points (PSAPs) & State 911 Office



## Success criteria

- Implementation of the most recent federal standards for NG911
- PSAP solutions and data are using the recent federal standards

# For Decision

Do you approve Standard 161.07?





# Statewide Migration to Enterprise Cloud Email Services



## Purpose of action

Establish new policy for cloud-based shared email services and sets targets to migrate off on-premises legacy email systems.



## Business case

- Avoids capital expense of replacement hardware & software.
- Reduces risk of prolonged use of obsolete systems.
- Reduces operational and licensing costs.



## Key objectives

- Agencies join M365 tenant by 7/31/21.
- Email migrated off legacy by 6/30/22.
- Standardize M365 license mgmt.
- Eliminate complex multi-tenant designs.



## Strategic alignment

- Adopt cloud - migrate existing systems.
- Shared services - common solutions.
- Modernize IT infrastructure.
- Protect state IT assets.
- Efficient, accountable government.



## Implementation

- Time running out to migrate.
- Competing priorities.
- M365 features evolving.
- Reluctance to give up private tenants.



## Success criteria

- 100% of agencies joined shared cloud tenant by 7/31/21.
- Email migrated and legacy email system retired by 6/30/22.

# For Decision

Do you approve Policy 310?

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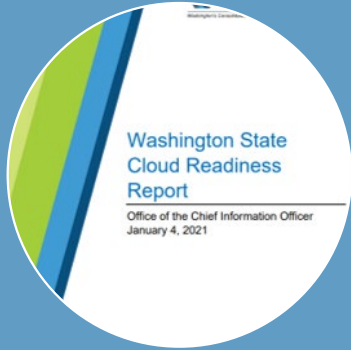
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# Enterprise Cloud Computing Program Update

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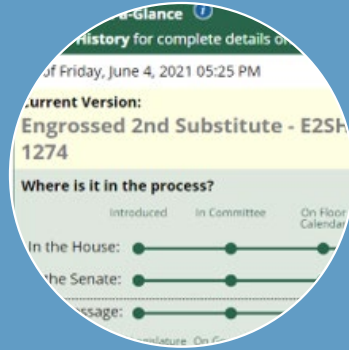
# Accelerating the State's Cloud Strategy



## State Cloud Readiness Report

Recommends a central organization to accelerate migrations and other preparatory projects

Jan 1, 2021



## E2SHB 1274

“The Legislature intends to migrate the state’s information technology toward cloud services...”



## WaTech Kickstarts Cloud Strategy

Internal funds used to initiate some projects identified in the Cloud Readiness Report



## Accelerating Cloud – Funding Dependent

- Central organization to accelerate migrations
- Migration vendor RFP
- Infrastructure prep

Jul 1, 2021

# Accelerating Cloud – A Central Org to Coordinate and Accelerate Enterprise Migrations

## WaTech Enterprise Cloud Computing (ECC) Program

Cloud Services Brokerage

Optimize vendor relations; leverage state's buying power; cloud solutions expertise.

Strategic Cloud Adoption Team (a.k.a. CCoE)

Expertise and governance; assist agencies with assessments, roadmaps, architecture, security, and migrations; enable long term adoption and innovation.

Cloud-Ready Operations

Clear architectural guardrails, guidance, and support to reduce risk and achieve compliance; establish templates, policies and standards to streamline adoption. Keeping data secure and protected is an imperative.

Cloud Management Tools

Enterprise tools, techniques, and metrics to speed adoption, improve security, and optimize operational efficiency.



# Accelerating Cloud – Prepare Infrastructure and Agencies

## Other WaTech Led Initiatives That Require Funding

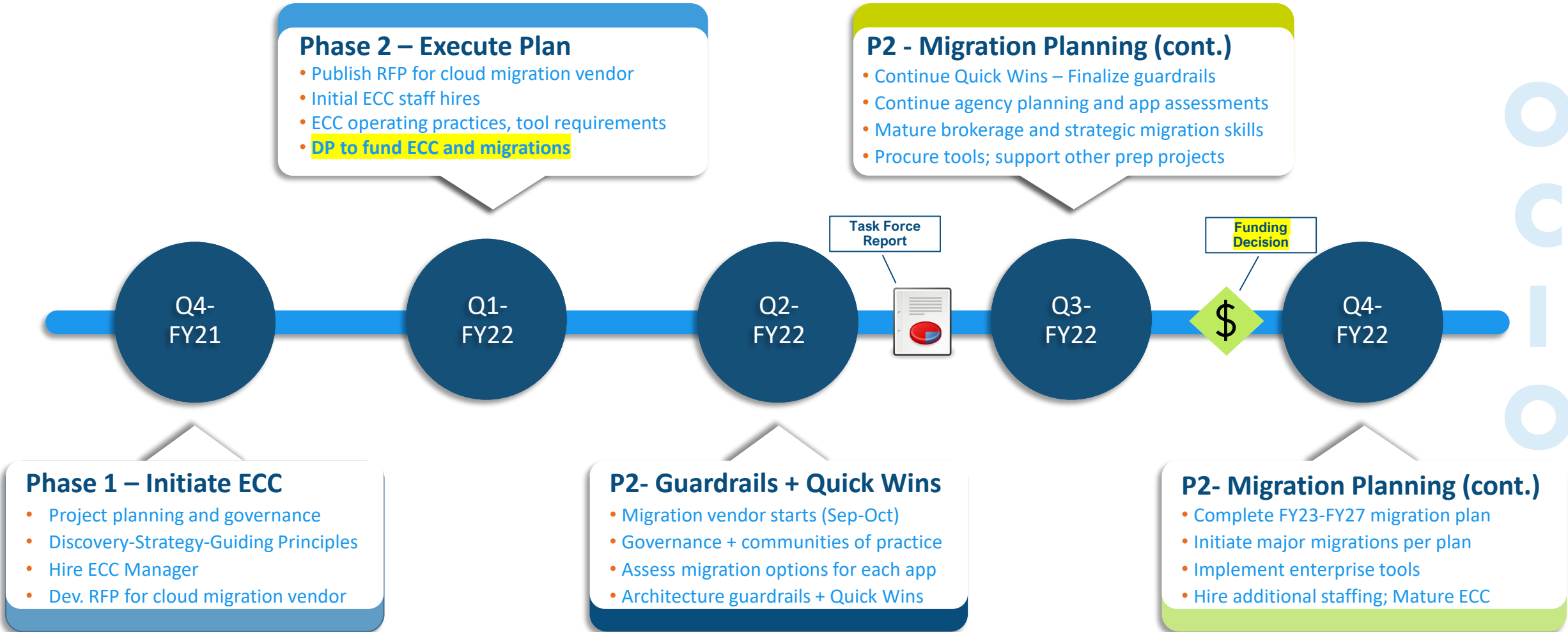
Identity Management (cloud-optimal)	Design and implement a modern identity infrastructure that is optimized for secure and seamless access to cloud solutions.
Cybersecurity Improvements and Governance	Identify and plan for cybersecurity enhancements and necessary governance to ensure continued protection and privacy of the State's data in cloud environments.
Network Assessment	Plan network design and capacity enhancements necessary to ensure adequate performance and resilience as more applications move out of the state data center to cloud solutions.

## Initiatives to be Led by Other Agencies

<ul style="list-style-type: none"><li>Organizational Change Management (each agency)</li></ul>	<ul style="list-style-type: none"><li>Statewide Workforce Development (Shaped by HB1274 Task Force)</li></ul>
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# FY2022 Cloud Acceleration Roadmap (Funding Dependent)



# For Discussion – ECC Guiding Principles


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# Cloud Acceleration: A Framework for Advancing Cloud in the State of Washington

**APPROACH: ENABLE AND EQUIP WASHINGTON AGENCIES TO DEPLOY APPLICATIONS IN THE CLOUD, IMPROVING AGILITY AND RESILIENCE WITH FISCAL EFFICIENCY.**


## Guiding Principles




**UNLOCK VALUE.** Agencies will see, embrace, and desire the benefits of cloud computing. The Enterprise Cloud Computing (ECC) program's primary role is to remove obstacles or reduce friction to unlock this value.




**FIRST, CLOUD.** Existing IT systems shall be migrated to cloud solutions unless doing so materially risks delivery of the service. New systems should be deployed as SaaS when possible.



**PAVE THE WAY.** Provide clear architectural guardrails, guidance, and support to reduce risk and achieve compliance; establish templates, policies and standards to streamline adoption. Keeping data secure and protected for all of the state's constituents is an imperative.



**AVAIL RESOURCES & TOOLS.** Provide expert cloud resources to help agencies architect, develop, secure, and migrate their cloud environments. Supply agencies with tools and metrics to speed adoption, improve security, and optimize efficiency.



**START, THEN ITERATE.** Use an agile, minimum viable product (MVP) approach to generate traction then adapt tools and functions to respond to changing needs and market conditions.



**CUSTOMER FIRST.** Intentionally extend the value of state services to employees and residents by improving the speed of application delivery, ease of use, and functionality.



**EMPOWERED IT WORKFORCE.** Promote a statewide approach to train, develop, and equip staff to use and support cloud technologies. Improve agency culture and staff retention by building career paths, confidence, knowledge, and skills to migrate to and operate in the cloud.



**COLLABORATION IMPROVES OUTCOMES.** Work together with agencies to do planning and develop cloud roadmaps. Build trust through inclusion, transparency, and communication. Foster communities of practice.



**PROPEL ENTERPRISE, MAXIMIZE AGENCY DRIVE.** Delegate as much control as possible to agencies within the established guardrails. Leverage enterprise scale to optimize costs and ensure architectural feasibility.



**FISCAL RESPONSIBILITY.** Manage vendor relationships and leverage the buying power of the state to provide optimal and equitable pricing for all state agencies. Work with agencies to build the business case and shift resources to the cloud. Move from CapEx to OpEx.

# Enterprise Architecture Program Update



# EA Program Mandates

[RCW 43.105.205](#) and [RCW 43.105.265](#) require the OCIO to lead and implement an ongoing enterprise architecture program for state government with the mission to:

## EA Benefits:

1. Improve Efficiency
2. Manage Change
3. Reduce Risk

- a) Drive opportunities for greater enterprise efficiency.
- b) Be the organizing standard for statewide IT.
- c) Promote effective enterprise change.
- d) Improve the reliability, interoperability, and sustainability of common business processes.

# EA Program Strategy (Funding Dependent)

## Develop Statewide Enterprise Architecture & Governance

- Contract expertise to jumpstart process development.
- Meet statutory requirements.
- Focus on agility – just enough, process just in time.

### EA Staffing

- 2 dedicated solution architects to support major transformational programs, like One Wa.
- Train staff in EA disciplines.
- Increase EA staff positions from 3 to 9 as funding allows.

**In Progress**

**In Progress**



- Develop enterprise framework, models and standards.
- Governance - Be the organizing standard for statewide IT.
- **Internal funding to initiate plan, but additional funding is required to sustain.**

### EA Tooling

- Statewide data repository, analysis tools, and web portal.
- Portfolio rationalization capabilities.
- Portal available to agencies' architects and decision-makers.

**In Progress**

**In Progress**



**Nick Stowe**  
State Chief Architect &  
Enterprise Architecture Program Manager



Framework

Policy

Technology

Governance

Enterprise  
Architecture

Business

Capability

Solutions

Change  
Management

Thank You



Data

Applications

Vision



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# Legislative Session Report

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# Policy Bills

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# Policy bills with technology impact

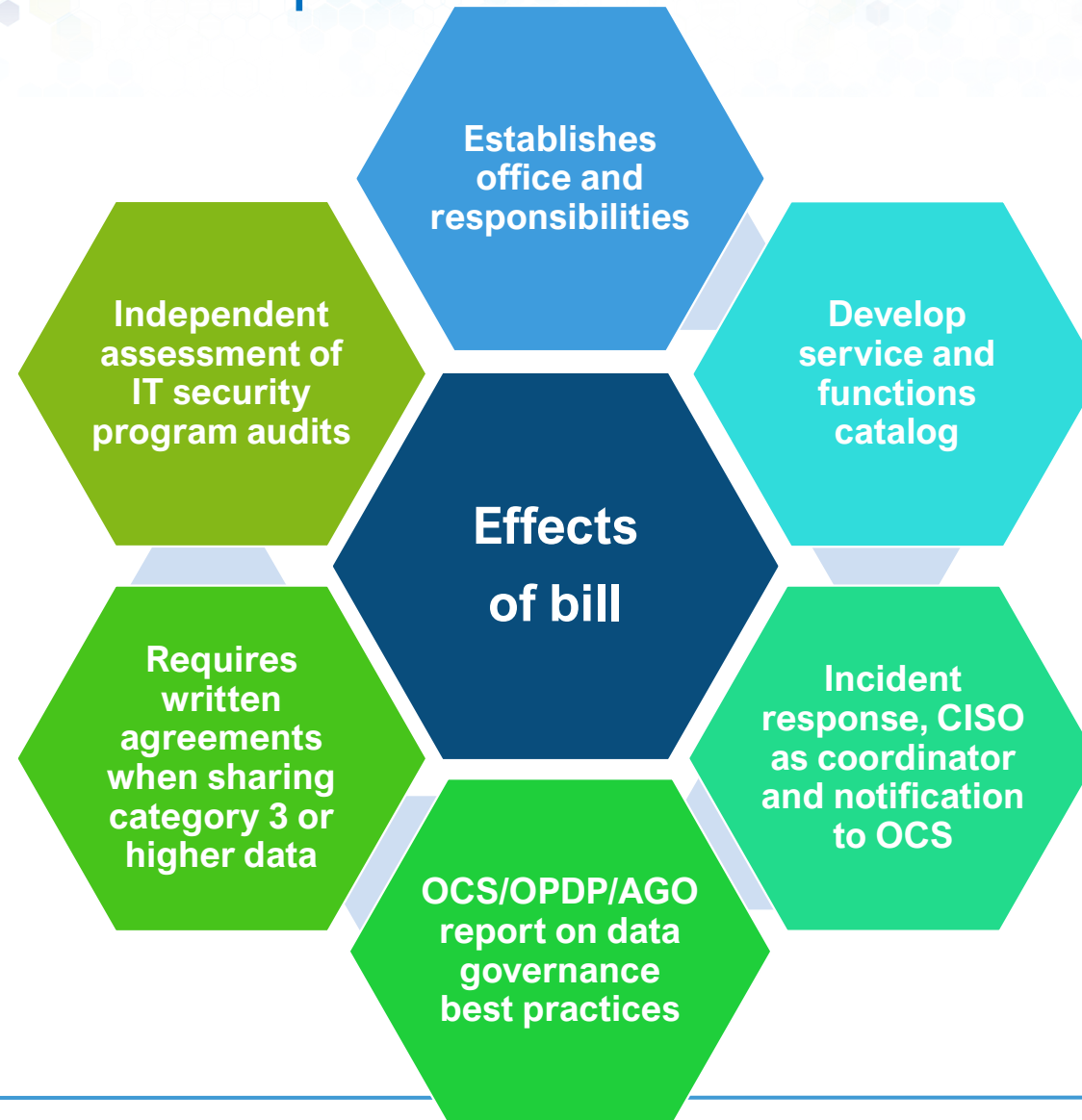
## E2SHB 1274 – Concerning cloud computing solutions

- Signed by governor 4/14/2021.
- Effective date 7/25/2021.
- Provides that state agencies must store information in the data center or cloud computing environment and creates a task force on cloud transition and labor impacts.
- Policy updates not expected as a result of this bill.

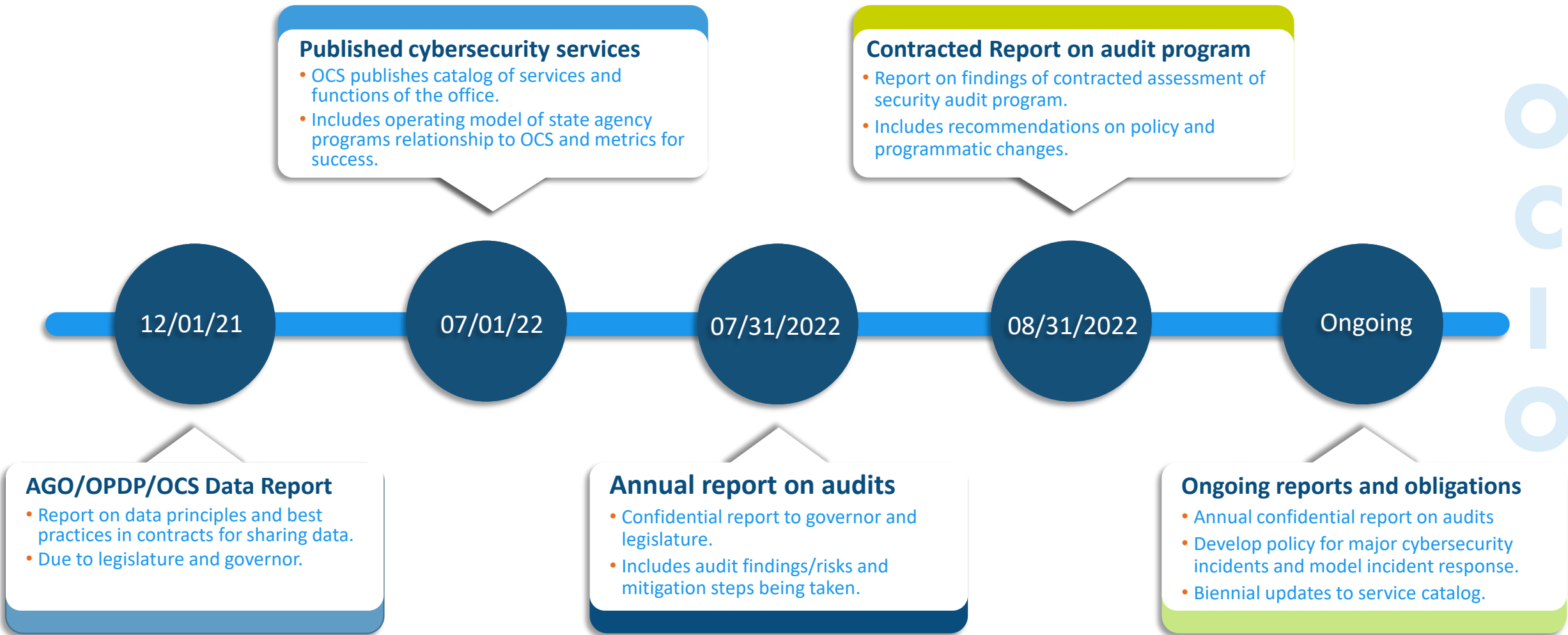
## ESSB 5432 – Cybersecurity and data sharing in Washington State Government

- Signed by governor 5/12/2021.
- Effective date 7/25/2021.
- Creates the Office of Cybersecurity within the OCIO.
- Policy updates expected related to this bill.

# ESSB 5432 impacts and requirements



# Deliverables of ESSB 5432 in chronological order



# Budget Provisos



# DES/CTS collaboration on IT contract report

- Requires CTS to provide data to DES on an annual basis to support the development of annual IT contract report.
- Data must analyze across fiscal years and spend categories.
- Within existing resources.
- No policy updates anticipated, but procurement remains a focus area.

# Automated Decision Systems (ADS) Workgroup

- Purpose is to develop recommendations for changes in state law and policy related to development, procurement, and use of ADS technology by public agencies.
- Requires considerations of possible prohibitions on use and profiling, how to review, audit, and identify systems, public notification of ADS use, and storing of data.
- Report due to governor/legislature by December 1, 2021.
- Possible future policy considerations.

# Multihazard GIS Portal

- Comprehensive data portal for statewide reporting of resilience.
- Data is sought to improve mapping and analysis capabilities across multiple hazard areas.
- Status report to legislature on December 1, 2022, future scope recommendations due June 1, 2023.
- Possible future policy updates required.

# IT project oversight

- Technical changes for IT projects under oversight through the budget process.
- Updates to technology budget and IT project dashboard.
- No significant policy updates anticipated.





# Public Comment

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